

COMMUNICATION



SFC WAMBLE

Cadet Command

Equal Opportunity Advisor

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AGENDA



- Introduction
 - Presentation
 - Small Group
 - Experiential Learning Cycle (ELC)
-
- Impromptu
 - Closure

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INTRODUCTION



Name

Family

Position

Birthplace

Hobbies

Favorite Vacation

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OVERVIEW

Terms associated with communication

Elements of communication

Modes of communication

Interpersonal Communication

Effective **listening**

Barriers to communication

Strategies for effective communication

Techniques for effective

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TERMS OF COMMUNICATION

Communication: Webster's Ninth New Collegiate

Communication is a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.

Effective Communication: The successful exchange of information between individuals.

Effective Communicator: An effective communicator is successful in establishing an active two-way link with another individual or group.

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ELEMENTS OF COMMUNICATION

Sender (Source): The individual with an idea who wants to send the idea to another person

Message: The transmission of the idea verbally or nonverbally. Clear Language – word choice; say what you mean

Environment: Free of distraction(s).

Feedback: A process that validates or clarifies the meaning of the idea. Sender and

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MODES OF COMMUNICATION

Verbal: Words, written, and / or spoken

Words account for **7%** of communications while the **manner** of delivery (volume, pitch, rhythm, tone, etc) **accounts** for approximately **38%**

Examples of verbal communication are as follows:

Jargon – Slang (head – latrine – restroom)

Cliches – “Whole Nine Yards,” “Birds of a

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INTERPERSONAL COMMUNICATION

Interpersonal communication:

communication from one individual to another. It is face to face. The form and content of the communication reflect the personal characteristics of the individuals as well as their social roles and relations.

Self concept: Most important factor is self esteem. People who are confident, talk confidently.

Personal Feelings: Recognize Admit and

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INTERPERSONAL COMMUNICATION

Self Disclosure: Disclosure encourages disclosure. Trust is a very important factor when considering disclosure. A symptom of a healthy personality is that a person can or has disclosed all or almost all to another person.

Self Disclosure involves speaking for self. Use “I” statements; thereby accepting responsibility and ownership.

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EFFECTIVE LISTENING

Improves **communication** (2 ears, 1 mouth)

Puts you in **control** of situation

Minimizes **conflict**

Shows that you **care**

Enhances **understanding**

Improves **memory**

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BARRIERS TO COMMUNICATION

Physical Barriers: Those environmental factors, which may create conditions that adversely impact effective communication.

Distance - Proxemics or choice of medium. 4 distinct zones that people unconsciously used as they interact with others. The 4 zones may vary greatly from culture to culture.

18" < **Intimate** - Lovers, family, or close friends

4' < **Personal** - Talking at a party

12' < **Social** - interpersonal business - clients.

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BARRIERS TO COMMUNICATION

Physical Barriers:

Temperature: Too hot or cold

Physical health: Ability to receive when not well

Speech pattern and articulation: Too slow / fast, accent, dialect. Better to over articulate than under articulate your speech sounds.

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BARRIERS TO COMMUNICATION

Perceptual Barriers: Factors contained within the message, sender, or receiver, which can cause distortion and refraction (bending) of the communication.

Past experience: Past distorts present expectations

Hidden agendas serve two functions
Individual's strategy for poor self esteem
Promote ulterior motives and needs

Stereotypes: Mental images and expectations.

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BARRIERS TO COMMUNICATION

Psychological Barriers:

Emotions of sender or receiver

Ego defense mechanism – self
preservation

Fight Defenses

Flight

Manipulation

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EFFECTIVE COMMUNICATION STRATEGIES

Effective Listeners / Communicators

Attentive

Noninterrupting

Empathetic

Understanding

Interested

Non-distracted

Responsive

Patient

Guidelines for Effective Communication

Prepare self: Be clear about what you need

Check receiver: Wait others to be in the mood

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EFFECTIVE COMMUNICATION STRATEGIES

Guidelines for Effective Communication

Take responsibility for your actions

Be specific: You are most likely get what you want if the other person knows exactly what you need

Use active listening: Make sure the other person has understood what you said.

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SUMMARY

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Elements of communication

Modes of communication

Interpersonal Communication

Effective **listening**

Barriers to communication

Strategies for effective communication

Techniques for effective

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